

## Adult Membership Plan Level 1

### Terms and Conditions of membership

#### Intro:

The following makes up the terms and conditions of your registration under our dental payment plan at Nork Way Dental Practice. It is recommended that you read them carefully and keep them in a safe place so that you can refer to them in the future, should you need to. Please remember, the agreement is with your dentist and cannot be transferred to another practice or dentist. The direct debit you have in place to cover the cost of your payment plan constitutes your agreement to the terms outlined herein.

You can also find a copy of this document on our practice website at [www.norkwaydental.co.uk](http://www.norkwaydental.co.uk).

#### Your dental plan includes

- 2 Dental examinations per year
- 2 Hygiene Visits per year
- Routine diagnostic X-rays usually taken two yearly
- 10% discount off routine dental treatments
- Global Dental A&E Assistance Scheme

#### Initial term

The minimum term for your dental plan is initially 12 months. If you decide to cancel your dental plan before this period, please be aware that the practice retains the right to recover any appointment fees, and any discounts applied to treatments will need to be reimbursed to the practice.

#### Monthly Fee and Direct Debit collection:

Your monthly plan fee will be collected by direct debit on the 1<sup>st</sup> of each month or shortly after.

#### Plan fee amendments:

Your plan fee is subject to change at any time. The practice will endeavor to review plan fees once per annum and should your plan fee change, you will be given advance notice by either post or email.

#### Plan Cancellation:

You may cancel your plan at any time outside of the initial term by informing the practice by telephone or e-mail. The practice reserves the right to recoup any appointment fees and discounts on treatments should you cancel during the minimum term of membership.

#### Non-payment:

If we are unable to collect your regular plan fee for any reason, we will contact you to collect any outstanding fees which can be collected by direct debit or paid to the practice directly by cash or card.

#### Refunds:

Any applicable refunds will be processed by the practice

Failure to attend appointments:

We kindly request that you give us at least 48 hours' notice if you are unable to attend your appointment. You are responsible for keeping appointments made with your dentist and/or hygienist and you must pay any 'missed appointment' fee should you fail to give the required notice. You must ensure that you also attend your dentist for regular examinations, receive the treatment your dentist advises, and you must promptly inform your dentist of any injury, problem or other material matter affecting your oral health. Should you fail a routine examination or hygiene appointment you may need to pay to be seen before your next appointment included in your plan is due.

Complaints:

Please refer to the practice's complaint procedure regarding any aspect of care or service which has not met your satisfaction.

Global Dental A&E Assistance Scheme:

Your dental plan includes access to a Global Dental Accident and Emergency Assistance Scheme.

The Scheme is established to offer support to patients who request assistance or treatment following an accident, a dental emergency, or who are diagnosed with mouth cancer.

Whilst the scheme aims to provide benefits in most cases, the scheme is a wholly discretionary scheme, not an insurance scheme. It has no obligation to provide benefits and the Scheme Manager will look at each request individually to decide whether or not to provide benefits.

Further details are available from the practice, or you can visit [www.globaldentalscheme.co.uk](http://www.globaldentalscheme.co.uk) to find out more.